

## **B. STAFFING AND TRAINING**

### **Overview**

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**Introduction**      The WIC certification and subsequent visits require several processes which must be performed by qualified staff. Staff must meet minimum education requirements when indicated and be thoroughly trained prior to working in their assigned areas.

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**In this section**      This section contains the following topics.

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## B.1. Minimum Staffing Required for WIC Agencies

**Minimum staffing required** Each WIC agency must have a(n):

Staff	Responsibilities
<b>Administrator/Director</b>	<ul style="list-style-type: none"><li>overseeing policy and staff</li></ul>
<b>Registered Dietitian(s)</b> Must be: <ul style="list-style-type: none"><li>certified to practice dietetics in the State of Utah</li></ul>	<ul style="list-style-type: none"><li>assisting in writing the annual Nutrition Education Evaluation and Plan</li><li>writing <b>and coordinating</b> nutrition care plans for high risk participants</li><li>approving designated special formulas</li><li>serving as a preceptor for nutrition modules</li></ul>
<b>Breastfeeding Coordinator</b> Must be: <ul style="list-style-type: none"><li>CPA</li><li>trained as a Lactation Educator through a program approved by the Breastfeeding Coordinator at the State Office.</li></ul>	<ul style="list-style-type: none"><li>coordinating breastfeeding promotion and support activities including training staff on clinic breastfeeding procedures</li><li>coordinating and approving distribution and inventory of breastfeeding equipment and aids</li></ul>
<b>Module Preceptor(s)</b> <ul style="list-style-type: none"><li>RD for nutrition and laboratory modules.</li><li>Lactation Educator for breastfeeding modules.</li></ul>	<ul style="list-style-type: none"><li>coordinating use of modules and grading exams</li><li>monitoring completion of application checklist</li><li>maintaining current modules, instructor's guide, and training files for staff</li></ul>
<b>Local Agency Nutrition Preceptor</b> Must be: <ul style="list-style-type: none"><li><b>RD or BS in Nutrition</b></li></ul>	<ul style="list-style-type: none"><li>coordinating the agency/clinic's nutrition class outlines and reviewing and evaluating nutrition education materials</li></ul>
<b>Outreach Coordinator</b>	<ul style="list-style-type: none"><li>identifying and providing information about the WIC program to a network of organizations and programs that serve the low income population.</li></ul>
<b>Vendor Coordinator</b>	<ul style="list-style-type: none"><li>communicating with and monitoring local agency vendors</li></ul>

Please note: individual staff members may have more than one of the above responsibilities assigned to their position.

## **B.2. Competent Professional Authorities (CPAs)**

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**Policy**

Each local agency must have a Competent Professional Authority (CPA) who is responsible for determining if a person is at nutritional risk and prescribing the food package for that individual. The CPA is required by section 246.7 of the Federal WIC regulations.

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**CPA 1**

The following persons are authorized to serve as a Competent Professional Authority for the Utah WIC Program.

<b>Background</b>	<b>Requirements</b>
Physician	MD, D.O. A copy of their current license must be on file at the WIC clinic.
Registered Dietitian (RD) who is state certified (CD)	<p>A person who has:</p> <ul style="list-style-type: none"><li>• graduated with a bachelor's degree from an accredited college/university in the field of nutrition</li><li>• completed the American Dietetic Association (ADA) approved course work</li><li>• has practicum experience approved by the ADA</li><li>• has successfully completed a national exam testing competency in the field of nutrition.</li></ul> <p>Must have a current ADA registration card and a registration number. A copy of their current state license and registration card must be on file at the WIC clinic.</p>

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## B.2. Competent Professional Authorities (CPAs), Continued

### CPA 1 (continued)

Background	Requirements
RD Eligible Individual	<p>A person who has:</p> <ul style="list-style-type: none"><li>• graduated with a Bachelor's Degree from an accredited college/university</li><li>• completed the ADA approved course work</li><li>• completed one of the following practical experiences approved by the ADA:<ul style="list-style-type: none"><li>• CUP coordinated undergraduate program</li><li>• ADA approved AP4 or accredited internship program</li><li>• CMP Coordinated Masters Program</li></ul></li></ul> <p><b>AND</b></p> <ul style="list-style-type: none"><li>• Have a letter from the ADA or their academic advisor or internship director stating that they have completed the above mentioned experience and are eligible to take the examination.</li></ul> <p>A copy of the above letter and transcript must be on file at the WIC clinic.</p>
Registered Nurse (RN)	<p>RN, B.S.N., C.N.M., or N.P. Degree must be from an accredited college/university. A copy of their current license and college/university transcripts must be on file at the WIC clinic.</p>
Certified Physician Assistant	<p>Certified by the National Committee on Certification of Physician's Assistants or the State Medical certifying authority. Degree must be from an accredited college/university. A copy of their current license and college/university transcripts must be on file at the WIC clinic.</p>

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## **B.2. Competent Professional Authorities (CPAs), Continued**

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### **CPA 1 (continued)**

<b>Background</b>	<b>Requirements</b>
Nutritionist with a Bachelor's or Master's Degree in: <ul style="list-style-type: none"><li>• Human Nutrition</li><li>• Nutritional Sciences</li><li>• Community Nutrition</li><li>• Clinical Nutrition</li><li>• Dietetics</li><li>• Public Health Nutrition</li><li>• Home Economics with a minor in Nutrition</li><li>• Integrated Studies with a minimum of 24 upper division hours in nutrition as one of selected disciplines and 2 health related fields as remaining 2 disciplines</li></ul>	Degree must be from an accredited college/university. A copy of their college/university transcripts must be on file at the WIC clinic.

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## B.2. Competent Professional Authorities (CPAs), Continued

### CPA 2

The following individuals may function as a CPA only under the direct supervision of a CPA 1 (see previous chart for definition of CPA 1). All nutrition risk assessments and food package assignments must be reviewed and cosigned/approved by a CPA 1. Each agency/clinic must have a consistent system for documenting approval by the CPA 1.

Background	Specific Requirements
Licensed Practical Nurse (LPN)	Degree must be from an accredited program. A copy of current license and college transcripts must be on file at the WIC clinic.
Diet Technician, Registered (DTR)	Must have completed an ADA approved Dietetic Technician program. A copy of current registration and transcripts must be kept on file at the WIC clinic.
Associate or Bachelor degree from an accredited college/university in a health related field.	<p>Must receive State approval to hire. Submit a copy of transcripts from an accredited college/university, including degree conferred, to the State WIC Nutrition Coordinator. A copy of transcripts must be kept on file at the WIC clinic.</p> <ul style="list-style-type: none"> <li>• Must receive written approval from State WIC Nutrition Coordinator (verbal approval may be documented pending written approval.)</li> <li>• Approval letter must be kept on file at the local agency.</li> </ul>
<p>Clinical Assistants who have:</p> <ul style="list-style-type: none"> <li>• satisfactorily completed a life cycle nutrition course from an accredited college/university, or</li> <li>• completed training in life cycle nutrition approved by the State WIC Nutrition Coordinator</li> <li>• <b>And</b> <ul style="list-style-type: none"> <li>• 6 months as a CA for employees who work in the WIC program full time</li> <li>• 1 year as a CA for employees who work in the WIC program part time</li> </ul> </li> </ul>	Life cycle nutrition class/training must cover nutritional needs assessment and management of pregnant and postpartum women, infants, and children. The State WIC Nutrition Coordinator must approve all courses. A copy of their transcripts or documentation of completion of life cycle nutrition course or training modules must be on file at the WIC clinic.

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## B.2. Competent Professional Authorities (CPAs), Continued

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| <b>CPA functions</b> | <p>The CPA on staff at the local agency has the following responsibilities:</p> <ul style="list-style-type: none"><li>• nutrition risk assessment which includes:<ul style="list-style-type: none"><li>• identifying nutrition risk factors and determining eligibility based on risk factors</li><li>• counseling participant on nutrition risk factors</li></ul></li><li>• assigning food packages and food package changes</li><li>• determining ineligibility based on nutritional risk</li><li>• issuing supplemental formula to breastfeeding women</li><li>• assigning appropriate education/follow-up</li><li>• approving noncontract and hydrolysate formulas (Nutramigen, Alimentum, Pregestimil). RD must approve all other special formula requests.</li><li>• teaching classes</li></ul> |
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| <b>Chart approval waiver process</b> | <p>Chart approval may be waived once the following 3 conditions have been met:</p> <ol style="list-style-type: none"><li>1. CPA2 has had all charts reviewed and cosigned by a CPA 1:<ul style="list-style-type: none"><li>• 6 months for employees who work in the WIC program full time</li><li>• 1 year for employees who work in the WIC program part time</li><li>• Must have satisfactory review of charts during this time period.</li></ul></li><li>2. CPA2 has shown satisfactory performances in all of the following areas as reviewed by the Registered Dietitian. RD to:<ul style="list-style-type: none"><li>• Perform QA on CPA2's charts (as specified in Section J) including evaluation of non-contract and hydrolysate issuance</li><li>• Observe nutrition risk assessment and counseling at certifications</li><li>• Observe teaching classes</li></ul>Initial evaluation by RD must be kept on file. CPA2 must also have annual evaluations of the above factors by a RD kept on file.</li><li>3. Letter of recommendation from the clinic administrator to the State WIC Nutrition Coordinator based upon RD evaluation.</li></ol> |
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<b>Grandfather clause</b>	<p>Individuals who do not meet the above qualifications, but were approved by the State WIC office as a CPA prior to 7/97 are authorized to function as a CPA 1. An approval letter from the state office must be on file at the local agency. Transcripts are not required for CPAs who were hired prior to 7/97.</p>
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### **B.3. Clinical Assistants (CA)**

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**Policy**

The objective of using Clinical Assistants in the Utah WIC Program is to create an intermediate level of functioning professional which should ease the work flow in local agencies and assure that quality care is provided to WIC participants.

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**Who qualifies  
as a Clinical  
Assistant?**

The following individuals are eligible to apply and qualify as a WIC CA:

- midlevel professional (person with associate or bachelors degree); or
  - have completed at least 2 years of a nutrition program at an accredited college/university; or
  - carefully selected clerical staff, who have worked for WIC for a minimum of one year.
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**CA functions**

The CA on staff at the local agency may perform the following duties:

- teach basic nutrition classes
  - score food frequency forms
  - perform laboratory procedures
  - graph growth grids
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### B.3. Clinical Assistants (CAs), Continued

#### Requirements to become a WIC CA

Status	Requirements	Application Process
New employees	<ul style="list-style-type: none"><li>• Must possess an Associate or Bachelor Degree, <b>OR</b></li><li>• Have completed at least 2 years of a nutrition program at an accredited college/university</li></ul>	<p>Must submit a copy of their transcripts from an accredited college/university with a designation of the degree (if appropriate) given to the State WIC Nutrition Coordinator. A copy of their transcripts must be kept on file at the WIC clinic.</p> <ul style="list-style-type: none"><li>• The State WIC Nutrition Coordinator will send an approval letter to the local agency.</li><li>• Approval letter must be kept on file at the local agency.</li></ul>
In House Clerical Applicants	<ul style="list-style-type: none"><li>• Must have graduated from high school, or passed equivalency exam</li><li>• Worked in the WIC program for at least one year</li><li>• Have a strong recommendation of the supervising dietitian and/or administrator</li><li>• Completed all nutrition modules and other modules appropriate for duties assigned</li></ul>	<ol style="list-style-type: none"><li>1. Submit the following information to the State WIC Nutrition Coordinator:<ul style="list-style-type: none"><li>• letter of recommendation from administrator/supervising dietitian</li><li>• formal application (see Forms section in this manual)</li><li>• copy of completed and graded module exams and application checklists (if relevant to module)</li></ul></li><li>2. The State WIC Nutrition Coordinator will send an approval letter to the local agency.</li><li>3. Approval letter must be kept on file at the local agency.</li></ol>

## **B.4. Training Modules**

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### **Introduction**

The Utah WIC Program has developed several self-paced, competency based modules used to standardize training of new staff. Modules contain reading assignments, activities, progress checks, and a post test. Copies of modules may be obtained from the state office.

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### **Types of modules**

The following training modules are used by the Utah WIC Program:

- ◇ **Life Cycle Nutrition** \* (obtain from state Nutrition coordinator)
  - Maternal Nutrition
  - Infant Nutrition
  - Child/Adolescent Nutrition
- ◇ **Nutrition and Breastfeeding**
  - **Basic Nutrition**
  - Providing Nutrition Education
  - Dietary Assessment
  - Breastfeeding
- ◇ **Laboratory Training**
  - Biochemical Assessment
  - Anthropometric Assessment
- ◇ **Clerical/Administrative**
  - Clerical
  - Vendor
  - Participant Abuse
- ◇ **General**
  - Civil Rights

\*Note: Life Cycle Nutrition module may be omitted if a copy of their transcripts state they have successfully completed a Life Cycle Nutrition course at an accredited college/university. A copy of the transcripts must be kept in the staff member's file.

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## B.4. Training Modules, Continued

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### Who grades modules?

Each clinic must have a designated Module Preceptor. The preceptor is responsible for:

- coordinating use of modules and grading exams;
- monitoring completion of application checklist; and
- maintaining current modules, instructor's guide, and training files for staff.

The preceptor responsible for grading the nutrition and laboratory modules must be a Registered Dietitian. The preceptor responsible for grading the breastfeeding module must be a Lactation Educator. The State Vendor Coordinator will grade Vendor, Participant Abuse and Civil Rights modules. Preceptors must mail their completed module exams to the state office, at which time a key for the exams will be sent to the preceptor. Preceptor module exams will be kept on file at the state office.

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### When must modules be completed?

New staff must complete all assigned modules within 3 months of their hire date. Any new module developed by the state office must also be completed within 3 months. The Civil Rights test must be completed yearly by all staff members. New staff must be scheduled adequate work time to complete the assigned modules. New staff must not be expected to complete them on their own time.

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### Documentation of module completion

Each staff member must have a file containing all completed post tests for each assigned module. Exams must be numerically graded, dated, and signed by the module preceptor. Post test exams must have = 80% to pass. If a staff member fails a post test, the module must be read again and the test repeated until a passing grade is achieved. Preceptors should assess whether additional training is needed.

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### What modules must be completed?

Assigned modules depend on what functions the staff member will be performing in the clinic. Staff should complete modules as their responsibilities in the clinic expand. See table entitled "Minimum Training Required for Each WIC Function" for a breakdown of assigned modules.

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### Exemption for RDs

Registered Dietitians are exempt from completing the **Basic Nutrition** module, unless they are the designated Module Preceptor for their clinic.

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## B.5. Minimum Training for Each WIC Function

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### Minimum training required for each WIC function

WIC Function	Required Modules	Education or Special Training
Income Screening	<ul style="list-style-type: none"><li>• Clerical</li></ul>	
Laboratory Screening	<ul style="list-style-type: none"><li>• Biochemical</li><li>• Anthropometric</li></ul>	
Scoring Food Frequency Questionnaires	<ul style="list-style-type: none"><li>• Dietary Assessment</li></ul>	
Nutrition Risk Assessment  Food Package Assignment  Nutrition Counseling	<ul style="list-style-type: none"><li>• Biochemical</li><li>• Anthropometric</li><li>• Dietary Assessment</li><li>• Life Cycle Nutrition</li><li>• Basic Nutrition</li><li>• Providing Nutrition Education</li><li>• Breastfeeding</li></ul>	<ul style="list-style-type: none"><li>• CPA</li></ul>
Teaching Classes	<ul style="list-style-type: none"><li>• Biochemical</li><li>• Anthropometric</li><li>• Dietary Assessment</li><li>• Basic Nutrition</li><li>• Providing Nutrition Education</li><li>• Breastfeeding</li></ul>	<ul style="list-style-type: none"><li>• CPA/CA</li><li>• Peer Counselors (with restrictions) See Nutrition Education section for policy on Peer Counselors teaching classes.</li></ul>
Writing or Approving High Risk Care Plans	<ul style="list-style-type: none"><li>• Biochemical</li><li>• Anthropometric</li><li>• Dietary Assessment</li><li>• Providing Nutrition Education</li><li>• Breastfeeding</li></ul>	<ul style="list-style-type: none"><li>• RD</li></ul>
Breastfeeding Equipment Issuance	<ul style="list-style-type: none"><li>• Breastfeeding</li></ul>	<ul style="list-style-type: none"><li>• Lactation Educator. See Breastfeeding Section for issuance policy.</li></ul>

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## **B.5. Minimum Training for Each WIC Function, Continued**

<b>WIC Function</b>	<b>Required Modules</b>	<b>Education or Special Training</b>
Approving Special and Non-contract formula prescriptions	<ul style="list-style-type: none"> <li>• Biochemical</li> <li>• Anthropometric</li> <li>• Dietary Assessment</li> <li>• Life Cycle Nutrition</li> <li>• <b>Basic Nutrition</b></li> <li>• Providing Nutrition Education</li> <li>• Breastfeeding</li> </ul>	<ul style="list-style-type: none"> <li>• RD required for authorization of all special formulas except Nutramigen, Alimentum, or Pregestimil</li> <li>• RD or CPA required for non-contract formula approval.</li> </ul>
Preparing Nutrition Education Evaluation and Plan	<ul style="list-style-type: none"> <li>• Biochemical</li> <li>• Anthropometric</li> <li>• Dietary Assessment</li> <li>• Life Cycle Nutrition</li> <li>• <b>Basic Nutrition</b></li> <li>• Providing Nutrition Education</li> <li>• Breastfeeding</li> </ul>	<ul style="list-style-type: none"> <li>• RD in conjunction with Administrator and Breastfeeding Coordinator</li> </ul>
Nutrition and Breastfeeding Module Preceptor	<ul style="list-style-type: none"> <li>• Biochemical</li> <li>• Anthropometric</li> <li>• Dietary Assessment</li> <li>• Life Cycle Nutrition</li> <li>• <b>Basic Nutrition</b></li> <li>• Providing Nutrition Education</li> <li>• Breastfeeding</li> </ul>	<ul style="list-style-type: none"> <li>• RD for nutrition and laboratory modules. Lactation Educator for Breastfeeding module.</li> </ul>
Participant Abuse	<ul style="list-style-type: none"> <li>• Participant Abuse</li> </ul>	<ul style="list-style-type: none"> <li>• As assigned by clinic</li> </ul>
Vendor Coordination	<ul style="list-style-type: none"> <li>• Vendor</li> </ul>	<ul style="list-style-type: none"> <li>• As assigned by clinic</li> </ul>
General Training	<ul style="list-style-type: none"> <li>• Civil Rights (yearly)</li> <li>• Breastfeeding Promotion &amp; Support Guidelines - Section K, pages 1-15 (all new hires)</li> </ul>	<ul style="list-style-type: none"> <li>• All staff</li> </ul>

## **B.6. Nutrition Inservices and Continuing Education Hours**

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### **Policy**

A minimum of 12 hours of nutrition inservices must be provided to all CPAs/CAs annually. The inservices must be directly related to WIC nutrition education and be coordinated by a dietitian or other qualified staff. Each year, one inservice must be devoted to familiarizing local agency WIC staff to their yearly Nutrition Education Plan. One inservice per year must also address a breastfeeding topic.

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### **Who must attend inservices?**

Nutrition inservices are mandatory for all staff who provide nutrition education for WIC participants. All clinic staff must attend the yearly breastfeeding inservice. If a staff member is absent during an inservice, they must make up the time by attending additional inservices at other clinics, watching professional videotapes, or reading pertinent nutrition articles. Document excused absences and make-up exercises from inservices in staff member's training file.

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### **Evaluation of inservices**

All inservices must be evaluated using the state "Nutrition Inservice Evaluation form" (see Forms Section). An inservice file must be kept current at each local agency. This file will be reviewed during the annual management evaluation visit.

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### **Staff documentation of nutrition education hours**

Each CPA and CA must keep a log of continuing nutrition education hours acquired. Appropriate education includes:

- local agency nutrition inservices;
- any conference/course/workshop that is approved for CEUs by the American Dietetic Association;
- nutrition related workshops or lectures sponsored by Universities, hospitals or other credible organizations;
- time spent completing WIC nutrition training modules;
- any state WIC sponsored nutrition/breastfeeding conference/workshop.

RDs do not need to keep a record of their CEUs.

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